



DEPARTMENT OF MANAGED HEALTH CARE CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

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| DEPARTMENT: | DEPARTMENT OF MANAGED HEALTH CARE | RELEASE DATE: | Monday, November 23, 2009 |
| POSITION TITLE: | Deputy Director, Office of the Patient Advocate | FINAL FILING DATE: | Tuesday, December 8, 2009 |
| CEA LEVEL: | CEA 1 | EXTENDED FINAL FILING DATE: | |
| SALARY RANGE: | \$ 6,173.00 - \$ 7,838.00 / Month | BULLETIN ID: | 11102009_3 |

POSITION DESCRIPTION

The Deputy Director of the Office of the Patient Advocate is responsible for directing the operations of the Office of the Patient Advocate. The Deputy Director reports to the Patient Advocate and is charged with working with the Patient Advocate to advise the Department Director and the Business, Transportation and Housing Agency Secretary on the development and implementation of policies, regulations, and procedures designed to administer and enforce State laws specific to the Office of the Patient Advocate. The Deputy Director serves as the Patient Advocate in her absence and oversees the daily operations of the office including personnel, budget, strategic planning, and operations improvements. As a member of the executive management team, the incumbent is charged with ensuring that managed health care consumers secure health care services to which they are entitled under the State Laws. Other duties and responsibilities include, but are not limited to: overseeing the development of educational and informational guides for consumers; rendering advice and assistance to enrollees regarding procedures, rights and responsibilities related to the use of health care service plan grievance systems; developing and coordinating operational policies; developing language for proposed legislation or regulations; publish an annual quality care report card and evaluating the planning activities necessary to improve operations and, representing the Office of the Patient Advocate before the Legislature and other State, local or federal government agencies, the public and representatives of consumer interest groups in matters relating to advocacy issues.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

Or III

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level 1. Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

CEA Levels 2 and 3. Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program

policies.

CEA Levels 4 and 5. Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

DESIRABLE QUALIFICATION(S)

The ability to gain the confidence and support of top level administrators and effectively advise them on a wide range of administrative matters, operations and policies; and represent the Department and the Director within and outside the organization and develop cooperative working relationships with representatives from all levels of government, the public, representatives of consumer interest groups, managed care plan providers, and the Legislative and Executive branches of State government. Knowledge of and experience with: resource development; information technology; contracting policies and procedures; the strategic planning process; Governmental functions and organization at the State and local level. Ability to assume innovative leadership in formulating, promoting and directing statewide program; develop long-range plans to achieve objectives that are both aggressive and realistic; sponsor and facilitate collaborative planning processes; reason logically and creatively and utilize a variety of analytical techniques to resolve complex managerial issues; communicate with and understand the needs of internal and external clients.

EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Deputy Director, Office of the Patient Advocate**, with the **DEPARTMENT OF MANAGED HEALTH CARE**. Applications will be retained for twelve months.

The results of this examination will be used only to fill this position.

Deputy Director, Office of Patient Advocate with the DEPARTMENT OF MANAGED HEALTH CARE. A preliminary review of all applications and resumes will occur immediately following the final filing date and "ranked" according to the applicant's experience, education and related background as it pertains to this position. Candidates with the most desirable qualifications will have their applications and resumes submitted to the Director and Chief Deputy Director, Department of Managed Health Care for further consideration and may or may not be scheduled for an interview. Therefore, it is imperative that applicants complete the application and resume thoroughly, specifically including the dates of employment, name of employer and description of duties performed. Please include your social security number for eligibility verification.

FILING INSTRUCTIONS

Interested applicants must submit:

- A completed Standard State Application (Form 678).

- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.
- Resumes do not take the place of the Statement of Qualifications.
- A resume is required to be attached to the application.

Applications must be submitted by the final filing date to:

DEPARTMENT OF MANAGED HEALTH CARE, Human Resources Office
980 9th Street, Suite 500, Sacramento, CA 95814
TJ Nguyen | 916-322-6864 | tnguyen@dmhc.ca.gov

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The DEPARTMENT OF MANAGED HEALTH CARE reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

Class specs: <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>